

**THE IDENTIFICATION OF LANGUAGE FUNCTIONS
AND EXPRESSIONS USED BY GIFT SHOP
ATTENDANTS IN LOVINA BALI RESORT**



BY :
JESSICA AGNES APRINITA
NIM 2252013008

FOREIGN LANGUAGE DEPARTMENT
LANGUAGES AND ART FACULTY
GANESHA UNIVERSITY OF EDUCATION
SINGARAJA

2025



**THE IDENTIFICATION OF LANGUAGE FUNCTIONS
AND EXPRESSIONS USED BY GIFT SHOP
ATTENDANTS IN LOVINA BALI RESORT**

SKRIPSI



**Diajukan kepada
Universitas Pendidikan Ganesha
Untuk Memenuhi Salah Satu Persyaratan
Dalam Menyelesaikan Program Sarjana Terapan Linguistik
Program Studi Bahasa Inggris untuk Komunikasi Bisnis dan Professional**

**Oleh
Jessica Agnes Aprinita
NIM 2252013008**

**JURUSAN BAHASA ASING
FAKULTAS BAHASA DAN SENI
UNIVERSITAS PENDIDIKAN GANESHA
SINGARAJA
2025**

SKRIPSI

DIAJUKAN UNTUK MELENGKAPI TUGAS
DAN MEMENUHI SYARAT – SYARAT
UNTUK MENCAPAI GELAR SARJANA TERAPAN
LINGUISTIK



Pembimbing I,

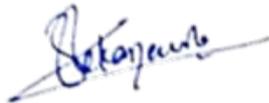
Pembimbing II,

Dr. Putu Suarcava, S.Pd., M.Sc.
NIP. 197310032000121001

Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd.
NIP. 198393142008122002

Skripsi oleh Jessica Agnes Aprinita ini
Telah dipertahankan di depan Dewan Penguji
Pada tanggal 06 Agustus 2025

Dewan Penguji,



Dr. Ni Luh Putu Eka Sulistia Dewi, S.Pd., M.Pd.

(Ketua)

NIP. 198104192006042002



Dr. I Made Suga Paramarta, S.Pd., M.Hum.

(Anggota)

NIP. 197807102002121002



Anak Agung Sri Barustyawati, S.Pd., M.Hum.

(Anggota)

NIP. 197806082001122005



Dr. Putu Suarcava, S.Pd., M.Sc.

(Anggota)

NIP. 197310032000121001



Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd.

(Anggota)

NIP. 198393142008122002

Diterima oleh Panitia Fakultas Bahasa dan Seni
Universitas Pendidikan Ganesha
guna memenuhi syarat-syarat untuk mencapai gelar sarjana terapan linguistik

Pada:

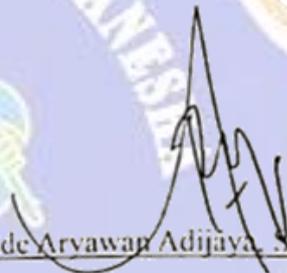
Hari : Rabu

Tanggal : 06 Agustus 2025

Mengetahui,

Ketua Ujian,

Sekretaris Ujian,



Dr. Ni Luh Putu Eka Sulistia Dewi, S.Pd., M.Pd.

Made Arwawan Adijaya, S.Pd., M.Pd.

NIP. 198104192006042002

NIP. 197712162002121002

Mengesahkan

Dekan Fakultas Bahasa dan Seni



Drs. I Gede Nurjaya, M.Pd.

NIP. 196503201990031002

PERNYATAAN

Dengan ini saya menyatakan bahwa karya tulis yang berjudul "*Identification of Language Functions and Expressions used by Gift Shop Attendants in Lovina Bali Resort*" beserta seluruh isinya, merupakan benar-benar karya sendiri dan saya tidak melakukan penjiplakan dan pengutipan dengan cara-cara yang tidak sesuai dengan etika yang berlaku dalam masyarakat keilmuan. Atas pernyataan ini, saya siap menanggung risiko/sanksi yang dijatuhkan kepada saya apabila kemudian ditemukan adanya pelanggaran atas etika keilmuan dalam karya saya ini atau ada klaim terhadap keaslian karya saya ini.



ACKNOWLEDGEMENT

Foremost, profound gratitude is extended to Almighty God for the inspirational blessings that enabled the author to complete this final project, “*The Identification of Language Functions and Expressions Used by Gift Shop Attendants in Lovina Bali Resort.*” This project was compiled to fulfill the requirements for reaching an applied bachelor's degree of Linguistic at Universitas Pendidikan Ganesha. In completing this final project, the author received a lot of help, both moral and financial material from various parties. So, on this occasion, the author would like to thank to:

1. Dr. Putu Suarcaya, S.Pd., M.Sc. and Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd. Thank you for your supervision, correction, valuable suggestions, and patience in guiding the researcher.
2. Made Aryawan Adijaya, S.Pd., M.Pd., the head of Diploma IV of English for Business Communication and Professional Department, thank you for your guidance.
3. The Lovina Bali Resort, thank you for giving the opportunity to conduct observations over there.
4. The author’s beloved parents Unggul Hariadi and Kristina Pudji Susanti, who always provide both mental and financial support in every situation and condition. Thank you for your great love for the researcher.
5. To the author’s sweet love Thomas Alexander Birehina, who always remind and act like a lecturer. You always encourage to keep positive affirmations in mind. So, the author would say thanks a lot for your love, support, motivation, and attention that you have given.
6. Then, the author’s friends, family and all the people who contributed to the success of this final project. Thank you for everything.

Finally, the author highly appreciates any criticism and suggestion about this final project, because the author realizes that it is still far from perfect. Hopefully, this final project will benefit anyone interested in researching the same field.

Singaraja, 06 Agustus 2025

The Author

TABLE OF CONTENTS

PERNYATAAN	vii
ACKNOWLEDGEMENT	viii
ABSTRACT	xii
TABLE OF CONTENTS	ix
LIST OF TABLES	xi
CHAPTER I	1
INTRODUCTION	1
1.1 Background of the Study.....	1
1.2 Problem Identification.....	3
1.3 Research Questions	4
1.4 Purposes of the Study.....	4
1.5 Significance of the study.....	4
1.5.1 Theoretical.....	4
1.5.2 Practical.....	4
1.6 The scope of the study.....	5
1.7 Definition of Key Term.....	5
1.7.1 Language Function.....	5
1.7.2 Language Expression	6
1.7.3 Gift Shop in Lovina Bali Resort.....	7
CHAPTER II	8
LITERATURE REVIEW	8
2.1 Theoretical Review	8
2.1.1 Language Function.....	8
2.1.2 Language Expression	11
2.2 Empirical Review.....	14
CHAPTER III	17
RESEARCH METHODS	17
3.1 Research Design.....	17
3.2 Research Setting.....	17
3.3 Subject of the study.....	18
3.4 Object of this study	18

3.5 Method of Data Collection.....	19
3.5.1 Observation	19
3.5.2 Recording	19
3.6 Research Instruments	20
3.6.1 Observation Sheets.....	20
3.7 Method of Data Analysis.....	21
3.7.1 Transcribing.....	21
3.7.2 Identifying	21
3.7.3 Classifying.....	21
3.7.4 Interpreting.....	22
CHAPTER IV	23
FINDINGS AND DISCUSSION	23
4.1 Findings.....	23
4.1.1 Language Functions used by Gift Shop attendants in Lovina Bali Resort	23
4.1.2 Language Expressions used by Gift Shop attendants in Lovina Bali Resort	25
4.2 Discussions.....	31
CHAPTER V	33
CONCLUSIONS AND SUGGESTIONS	33
5.1 Conclusions	33
5.2 Suggestions	34
REFERENCES.....	35
APPENDIX	37

LIST OF TABLES

Tabel 1 Observation sheet of language functions.....	20
Tabel 2 Observation sheet of language expressions.....	21
Tabel 3 Language functions commonly used by Gift Shop attendant in Lovina Bali Resort	23
Tabel 4 Language expressions commonly used by Gift Shop attendant in Lovina Bali Resort.....	26

